

Workforce & Career Development Division

Director's Corner

February has been a busy month. I am excited to see the progress our division is making on engaging and empowering all staff in their work.

When the division leadership and the administrators met last week, we recommitted to our focus of driving the decision making around how to serve our customers down to our front line and program staff.

Last week, I had the opportunity visit with several offices in the Northwest Region, and I was impressed to hear about how service delivery teams are working together to redefine the work. I am particularly interested in the new Value Inspire Support Empower (VISE) teams that are forming.

I think here at the division the new Voice of the Customer (VOC) Team, which is made up from staff both from around the state and in central office, will help us walk the talk, developing statewide consistency without squelching local creativity.

Thanks to everyone for working to make this vision a reality. Let me know where I can continue to help in the process.

~Sandy Miller

DOL Issues First WIOA TEGL; ESD Updates WIOA Resources

With the July 1st implementation date about four months away, the U.S. Department of Labor (DOL) issued the first in what is expected to be a series of Training and Employment Guidance Letters (TEGLs) that provide states and local areas with implementation guidance. [TEGL 19-14](#) lays out DOL's "vision" for the Workforce Innovation & Opportunity Act (WIOA) one-stop system and initial implementation by way of core principles (customer driven and focused, customer service excellence through one-stop centers, support of strong regional economies); operational and governance principles (unified planning, high-quality and integrated one-stop services, strategic boards, alignment with economic development, accountability and transparency, data driven decisions, customer choice); and actions that state and local boards should be taking now (identifying/allocating funds for transitional activities, building new and strengthened partnerships, developing transition and strategic plans, reassessing one-stop service delivery, preparing for fiscal changes via Super Circular, preparing for program changes like the shift to out-of-school youth). The TEGL also addresses the anticipated timing of rules and guidance (early 2015 for draft rules, early 2016 for final rules and spring 2015 for operating instructions).

Meanwhile, Employment Security Department's [Inside WorkSource](#) website now features a refreshed WIOA resources page, including a new [Frequently Asked Questions document](#), which will be updated as additional questions are addressed.

SAO Review of Workforce Development System Continues

The State Auditor's Office (SAO) is continuing its review of the state's workforce development system, an assignment that began last fall and is due to the Joint Legislative Audit and Review Committee (JLARC) by June of this year. Having hosted discussions with state-level players last fall, the SAO team is now hosting discussions with local-level players, including workforce development councils (WDCs) representing Snohomish County, Seattle-King County, Tacoma-Pierce County, Southwest Washington, South Central Washington, and Eastern Washington. With the coming of WIOA, the SAO team also took the opportunity to assess how the state and local areas are transitioning from WIA to WIOA.

Did you know?

The WorkSource Integrated Technology (WIT) Project team continues to post updates about the Go2WorkSource/SKIES replacement project on its blog, [Go2News](#), including FAQs. To subscribe to updates, visit the link, then enter your e-mail address and click the "Follow Go2News" button!



WCDD Debuts VOC Team

In December 2014, Workforce & Career Development Central Office (WCDD CO) announced an open nomination process for a new Voice of the Customer (VOC) team. The eight VOC team members were selected for their knowledge, experience and ability to develop out-of-the box solutions and embrace “whole-system” thinking: David Clark (WorkSource Spokane), Lyla Dinguss (WorkSource Vancouver), Scher Gates (WorkSource Clallam), Mike Krewson (WorkSource Kitsap), Janeane La Casse (WorkSource Auburn), Bert Miller (WorkSource Skagit), Mike Robinson (WorkSource Kitsap) and Richard Taylor (WorkSource Wenatchee Affiliate).

The newly formed team kicked off with a Lync meeting on Monday, February 23rd, where they discussed the scope of the team’s work and how to build trust within the team. The VOC team members will serve for a period of one year and meet bi-monthly to provide input and feedback to ensure the products and services under development by WCDD CO are implemented with minimal disruption, work well for you in the field and help to make your work easier. This team may also be used as a way to solicit input and feedback for other ESD divisions as they work to evaluate their customers’ needs and how they can better serve them. Over the next few months, we hope to expand the team to include additional field staff and partner representatives. We hope you’ll share your feedback and ideas with them so they can share your input with us, too. For more information about the team and their work, you can email [Michelle Meader](#) or [Randy Bachman](#).

Self-Assess Stress to Avoid Burnout

In the course of our business in the workforce development field, we are exposed to varying amounts of stress every day. Stress is normal, but it can affect us both after the immediate exposure and long term. The [Professional Quality of Life Scale \(ProQOL\)](#) is a free tool that was developed to help individuals who work in helping professions to assess their own balance between satisfaction and burnout. The ProQOL measures the following: compassion satisfaction (what we like about what we do when we help others); compassion fatigue (what we do not like about helping others); secondary traumatic stress (what we are exposed to when hearing other people's stressful experiences, which do not have to be traumatic); and burnout (which is what happens when we are overwhelmed and we cannot handle any more stress). It can be useful to take a "snapshot" of where you are at from month to month. This can be used as a tool for an individual to monitor where she or he is at, compare it over time, in order to see how the individual is feeling. Regardless of your perception of stress, research shows the effects are a threat to your well-being – so be informed!

The results of the ProQOL are not intended to diagnose, treat, or screen for any mental health conditions. If you have any concerns, you should seek professional advice by a licensed clinician that you trust. Although this test is widely used in the human services profession, has excellent construct validity (as it has been used in over 200 published papers in the field) and has a reported Chronbach’s Alpha scale reliability of .88 (or 88% reliability), it is not perfectly accurate.

Thank you to Danny Marsh for this article. Danny is a work study student with WCDD CO’s Veterans Program, and attends the University of Southern California, where he is pursuing a Master of Social Work with a concentration in Healthcare Social Work and a sub-concentration in Military Social Work and Veteran Services.

Maple Park Reconfiguration Spurs Field Visits

Last summer, WCDD CO learned that their 4th floor Maple Park office space would be remodeled. In January, leadership learned the reconfiguration would required all staff to vacate the 4th floor cubicle spaces for 2-3 weeks in February. Recalling feedback received through the Fall 2014 Voice of the Customer Survey of WorkSource staff, WCDD CO decided to use this time for staff to visit WorkSource offices around the state to gain a better understanding of the work being done and identify new ways to support local offices. In all, 24 staff visited 18 WorkSource offices across the state during the first half of February. The response from both WorkSource field staff and Central office staff was overwhelmingly positive, and it is something our program staff will continue to do in the year ahead.

Staff moved back into the reconfigured space on February 13th and 17th, returning to a brighter, more open working environment featuring lower cubicle walls, and are seated by function, rather than separated by program, to increase cross-functionality and allow staff to provide better customer service to the field. We encourage anyone visiting Olympia to stop by and see our new digs.

New Policy Guidance

None this month.

March 2015 Featured Events

None this month.

Feedback? E-mail us at ESDGPWCDDTST@esd.wa.gov.